INSTRUCTIONS FOR OBTAINING A NCNG NETWORK ACCOUNT

General Information (All Users)

In order to obtain a NCNG network account, ALL users must first have an Army Knowledge Online (AKO) account. Your AKO account name will also be your username for the NCNG network (it is mandatory that your AKO username also be your NCNG network).

AKO account types – full and guest.

Eligible for Full AKO account:
- Active Army
- ARNG
- AR
- Individual Ready Reserve
- DA civilian
- Non-appropriated fund (NAF) civilian
- Army, ARNG, AR, DA Civilian, Medical retired
- U.S. Military Academy cadets
- Reserve Officer Training Corps (ROTC) cadets on contract or scholarship

Eligible for Guest AKO account:
- Army volunteers/academia
- Army contractor
- DOD civilian
- Family member of an AKO member
- Other active U.S. military service member
- Federal civilian agency employee
- Foreign officer (attached to Army)
- Homeland Security
- Incoming DA civilian
- Incoming future soldier
- Local national employee
- Medical discharge with benefits
- Military transition
- ROTC cadets not on contract or scholarship

STEP 1: Determine appropriate AKO account type

AKO account name
All AKO accounts will be registered using the following general syntax:

> firstname.lastname@us.army.mil

The syntax should consist of the following syntax elements:

> First name
> Middle name (*optional*)
> Last name
> Suffix (e.g. Jr., Sr., III) (*optional*)
> A system-created number (*if needed*)

When a new account is created, AKO will generate a tentative name. The AKO account holder may change the first name only. The last name will consist of the machine generated last name as supplied by AKO's directory. In some instances, the system may generate a name that contains numbers at the end of the last name.

STEP 2: Register for an AKO account at https://www.us.army.mil (All Users)

Guest **AKO Account Registration requirements** (includes contractors and Air National Guard)

Guest accounts are AKO accounts for customers being sponsored by a full account holder. Guest accounts are to be established only for persons with a legitimate need for AKO to perform Army business or for morale and welfare purposes of our soldiers.

For AKO sponsored accounts only the following full account holders are authorized to sponsor an account:

- Active Army
- ARNG
- AR
- DA civilian
- Non-appropriated fund (NAF) civilian

The applicant for the Guest account must provide the sponsor's AKO user name (i.e., firstname.lastname). If you do not know the proposed sponsors AKO account name you will need to call the individual and verify their AKO username – do not guess. If an incorrect AKO account name is provided this will delay the process. The identified sponsor will receive a notification e-mail from AKO to approve/sponsor the account.

STEP 3: Request a NCNG Network Account (All Users)

NCNG Network Account Request Worksheet
To register for a NCNG Network Account fill out the NCNG Network Account Request Worksheet contained with these instructions. Instructions are included on the form. You must first have an AKO account to request a NCNG Network account. After the NCNG Network Account Request Worksheet and Acceptable Use Policy (AUP) which is also part of this document have been read, filled out, signed then fax to (919) 664-6383 or email to helpdesknc@nc.ngb.army.mil.

STEP4: Provide Information for CVS (Contractors Only)

Contractors will need to provide the following information in an E-mail to helpdesknc@nc.ngb.army.mil. The subject of the e-mail should be **CVS Initial Request**.

- Full Name (First Name, Middle Name, Last Name)
- Social Security Number (SSN)
- Date of Birth (DOB)
- AKO Email Address*

* If a current contractor's CAC has expired they will not be able to access the network or their NCNG e-mail account, an alternate email account that you can currently access will need to be provided. The web address to CVS for additional input will be provide in an e-mail to the provided address along with a logon and password to obtain access to the CVS.

STEP5: Schedule appointment at a RAPIDS location to be issued a CAC (Common Access Card) (All Users)

Employees with a valid CAC already issued will be able to use their current CAC. Those currently not in possession of a valid CAC will need to schedule an appointment for issue. This normally is the bottleneck in the process and may take up to two weeks to get an appointment.

Contractors will receive a CVS completion e-mail notice after verifying information in CVS and providing sponsor information (JFHQ-NC, 4105 Reedy Creek Rd., Raleigh, NC 27607-6410, 919-664-6342), the contract number and contract expiration date, the contractor will need to call their nearest RAPIDS office – a link (http://www.dmdc.osd.mil/rsl/owa/home) to locate the nearest RAPIDS office will also be provided in the CVS account completion e-mail. Call 1-800-623-4136 ext 6250 prior to the start date of the contractor (preferably two weeks from start date) to make an appointment to be issued a Common Access Card (CAC). Contractors that are also National Guard members must apply for and obtain a Contractor CAC if working in a contractor status.

STEP 6: Provision your CAC with the NCNG Network

Read this entire section before performing any action. This action is required to register your CAC on the NCNG network. You will only be able to logon to the NCNG Network with your CAC, which is a DOD mandate. If you fail to complete this action you will be unable to logon to the network. If you have a Military and a Technician CAC, as a general rule you should use your Military CAC. If you are a contractor you must use your contractor CAC.

Before you proceed you must have and do the following:

1. Your CAC Card
2. Your PIN number
3. Complete verification outlined in CAC Reader and Pin Verification (https://ncguard.nc.ngb.army.mil/documents/CAC%20Reader%20and%20PIN%20Verification.ppt)

If you do not know your PIN number or have locked out your card, you must visit the nearest Rapids facility or J6 Helpdesk to have your PIN reset.

Read this entire message before performing any action.

Provisioning - Step One - Insert your CAC
Insert your CAC into the card reader on your keyboard or computer. Make sure the light on the card reader icon in the lower right corner of your screen has stopped flashing before proceeding to step two.

Provisioning - Step Two - Authenticating to Windows
Click the following link https://ngnca0-350-13/default.aspx, you will be prompted to enter your Windows Username and Password. You must enter your qualified username, which means that you must type in your domain and username in the following format: *NC\username*. Once you have entered your username and password, click "OK".

Provisioning - Step Three – Beginning the Process
When you first visit the Automated Name Provisioning Tool (ANPT) Registration Page, you must click on the hyperlink "**click here to continue**" to take the next step towards ANPT registration

Provisioning - Step Four – Entering Your PIN
You will now be prompted to enter the PIN for your CAC. If there are other certificates installed on your machine, you may see a dialog box that contains one or more user names. Select the certificate that corresponds with your name and user account. Once you have selected the proper certificate, click "OK".

Once you have entered your PIN correctly, click "OK".

ANPT will display the "Please wait while you are redirected to the certificate retrieval page."

When the registration process is complete, you will get "Thank you! Your information has been stored and awaits approval by an administrator.".

You have now completed the registration process. You will be notified via email when your information has been approved.

If you experience technical issues, you may submit a request for help by sending an email to helpdesknc@nc.ngb.army.mil or by calling the Help Desk at 800-621-4136 extension 6342.

NCNG NETWORK ACCOUNT REQUEST WORKSHEET
(Complete this form for New User Account Only)

Prescribing publication: JFHQ-NC REG 25-1   **Proponent: JFHQ-NC-J6**

Name (Last, First MI): _____   Rank: _____

AKO User Account Name: _____

Unit/Dept Name: _____   Room/Office: _____

Unit Address: _____

City: _____   State: _____   Zip: _____

Phone #: _____   Fax: _____

Position Title: _____   Supervisor's Signature: _____

Select all boxes that apply:

☐ UPS   ☐ MPDV   ☐ AFCOS   ☐ Unit/Section Shares _____ (Specify)

☐ Full-time ☐ M-Day   ☐ ADSW   ☐ Temp   ☐ E-mail Unit/AFCOS Recipient

1. In order to be connected to the NCNG Network, you will be assigned a username and password. Passwords expire every 60 days and you will be prompted to change your password. Password should conform to the standards in lower right hand box. To change your password:

   Using **Common Access Card (CAC):**
   a) In user name field: enter "nc\" before user name
   b) Clear old password field and enter old password
   c) Enter new password according to standards
   d) Re-enter new password to confirm the change
   e) Select OK
   f) At Error message; select OK and re-enter CAC pin to log onto your workstation

   Using **NCNG Network** log in:
   a) Press Ctrl+Alt+Del simultaneously
   b) Select Change Password
   c) Type in your old password
   d) Enter new password according to standards
   e) Tab and enter new password again
   f) Select OK

2. Users are responsible for the **security** of their password and it **should not** be given to any other user. Accounts are **individual and will not** be shared.

3. A customer account **will not** be established unless the NCNG Net work Acceptable Use Policy (AUP) unclassified has been **read,** signed and faxed to (919) 664-6383 or email helpdesknc@nc.ngb.army.mil. POC phone number (919) 664-6320.

FOR JFHQ-NC J6 USE ONLY!!

LOGON NAME _____

PASSWORD _____

DOMAIN   **NC**_____

J6 Personnel: Make sure AUP is on file

All usernames are lowercase letters. Passwords should contain 10 characters consisting of the following: 2 Uppercase letters, 2 lower case letters, 2 special characters, 2 numbers, the remaining a combination of characters.

Example: !T87ncfP5!

Passwords will not spell words or names.

1. Understanding. I understand that I have the primary responsibility to safeguard the information contained in NCNG Network from unauthorized or inadvertent modification, disclosure, destruction, denial of service and use.

2. Access. Access to these Networks is for official use and authorized purposes and as set forth in DOD 5500.7-R, "Joint Ethics Regulation" or as further limited by this policy.

3. **Revocability.** Access to Army resources is a revocable privilege and is subject to content monitoring and security testing.

4. **Unclassified information processing.** The NCNG Network is the primary unclassified information system for the N.C. National Guard. The NCNG Network is a US-only system.

   a) The NCNG Network provides sensitive but unclassified (SBU) communication to external DOD and other United States Government organizations. Primarily this is done via electronic mail and Internet Networking protocols such as web, FTP, Telnet.

   b) The NCNG Network is approved to process UNCLASSIFIED but SENSITIVE information in accordance with JFHQ-NC PAM 25-1.

   c) The NCNG Network and the Internet, as viewed by the N.C. National Guard, are synonymous. E-mail and attachments are vulnerable as they traverse the NCNG Network and Internet.

5. **Minimum security rules and requirements.** As a NCNG Network system user, the following minimum security rules and requirements apply:

a) I have completed the user security awareness-training module. I will participate in all training programs as required (inclusive of threat identification, physical security, acceptable use policies, malicious content and logic identification and non-standard threats such as social engineering) before receiving system access.

b) I will generate, store and protect my passwords or pass-phrases. Passwords will consist of at least 10 characters with two each of uppercase, lowercase letters, numbers and special characters. I am the only authorized user of this account. (I will not use my User ID, common names, birthdays, phone numbers, military acronyms, call signs or dictionary words as passwords or pass-phrases.)

c) I will use only authorized hardware and software. I will not install or use any personally owned hardware, software, shareware or public domain software.

d) I will use virus-checking procedures before uploading or accessing information form any system, diskette, attachment or compact disc.

e) I will not attempt to access or process data exceeding the authorized IS (Information System) classification level.

f) I will not alter, change, configure or use operating systems or programs, except as specifically authorized by J6 personnel.

g) I will not introduce executable code (such as, but not limited to, .exe, .com, .vbs or .bat files) without authorization, nor will I write malicious code.

h) I will safeguard and mark with the appropriate classification level all information created, copied, stored or disseminated for the IS and will not disseminate it to anyone without a specific need to know.

i) I will not utilize Army or DOD-provided IS for commercial financial gain or illegal activities.

j) Maintenance and upgrades will be performed by the Information Management Officer/Information Assurance Security Officer (IMO/IASO) or designated J6 representative only.

k) If assigned as an IMO/IASO, I will complete the required IASO certification course.

l) I will use screen locks and log off the workstation when departing the area.

m) I will address any questions regarding this policy, responsibilities, and duties to the J6 Helpdesk and/or IASO.

n) I will immediately report any suspicious output, files, shortcuts or system problems to the J6 SA and/or IASO and cease all activities on the system.

o) I will address any questions regarding this policy, responsibilities, and duties to the J6 Helpdesk and/or IASO.

p) I understand that each IS is the property of the Army and is provided to me for official and authorized uses. I further understand that each IS is subject to monitoring for security purposes and to ensure that use is authorized. I understand that I do not have a recognized expectation of privacy in official data on the IS and may have only a limited expectation of privacy in personal data on the IS. I realize that I should not store data on the IS that I do not want others to see.

q) I understand that monitoring of NCNG Network will be conducted for various purposes and information captured during monitoring may be used for administrative or disciplinary actions or for criminal prosecution. DOD policy states that Federal Government communication systems and equipment (including government owned telephones, facsimile machines, electronic mail, Internet systems, and commercial systems), when use of such systems and equipment is paid for by the Federal Government, will be for official use and authorized purposes only. I understand that the following activities define unacceptable uses of an Army IS:

- Sending proprietary, classified or unreleased information to external persons or systems using any electronic means (e-mail, instant messenger, VTC, etc…).
- Sending unsolicited advertisements, hoaxes or chain mail from an Army IS. Intentionally sending, storing, or propagating sexually explicit, threatening, harassing, political, or unofficial public activity (that is, spam) communications. (LE/CI investigators, attorneys, or other official activities, operating in their official capacities only, may be exempted from this requirement.)
- Sharing usernames or passwords to the NCNG Network or sharing sessions with authorized or unauthorized personnel (letting someone use your computer while you are logged onto it).
- Any personal use of government resources involving: copyright infringement (such as the sharing of copyright material by means of peer-to-peer software); pornography or obscene material, gambling; the transmission of chain letters; unofficial advertising, auction web sites soliciting, or selling except on authorized bulletin boards established for such use; or the violation of any statute or regulation.
- Deliberately bypassing security measures such as using personal web

based e-mail or connecting a networked system to another network with a modem or providing a backdoor to a system or network or program.
- Failure to comply with DOD, DA, NGB or NCNG regulations or policies that cover information systems and data handling.
- Violations will result in the following:
    1st Offense: Account disabled, first commissioned officer in chain of command (CoC) must contact J6 Helpdesk to reinstate.
    2nd Offense: Account disabled, AO or deputy chief must contact J6 Helpdesk to reinstate.
    3rd Offense: Account disabled, first officer in CoC must contact, through CoC, the Chief of Staff to have account re-enabled.

6. **Acknowledgement.** I have read the above requirements (front and reverse) regarding use of the NCNG Network. I understand my responsibilities regarding these systems and the information contained in them.

Section/Unit/MACOM   **Date**

Last Name, First, MI   **Rank / Grade**

Signature   **Phone Number**